

**Income Maintenance Advisory Committee  
Department of Health and Family Services  
Division of Health Care Financing  
October 17, 2002  
\*Minutes\***

County Attendees:     **Ed Kamin**, Co-Chair, Kenosha Co. DHS; **Jackie Bennett**, Racine Co. HSD; **Joanne Faber**, Washington Co., DSS; **Liz Green**, Dane Co. DHS; **John Rathman**, Outagamie Co.; **Sheryl Siegl**, Winnebago Co. DHS; **Felice Riley**, Milwaukee Co, DHS; **Michael Poma**, Milwaukee Co., **Cindy Sutton**, Rock Co.; **Gloria Guitan**, Milwaukee Co.; **Sue Schmitz**, Waukesha Co.; **Jane Huebsch**, Marathon Co.; **Deb Hughes**, Grant Co.

State Attendees:     **Susan Wood**, Co-Chair, DHFS/DHCF/BIMA; **Jim Jones**, DHFS/DHCF/BHCE; **Rick Zynda**, DHFS/DHCF/BIMA; **Amy Mendel-Clemens**, DHFS/DHCF/BIMA/Call Center; **Jodi Ross**, DHFS/DHCF/BIMA; **Marsha Williamson**, DHFS/DHCF/ BIMA; **Brian Fangmeier**, DHFS/DHCF/BIMA/QA; **Lisa Hanson**, BIMA-PIC; **Essie Herron**, DHFS/DHCF/BIMA, Milwaukee Region; **Scott Riedasch**, DHFS/DHCF/BHCE; **Joanne Simpson**, DHFS/DHCF/BHCE; **Vicki Jessup**, DHFS/DHCF/BHCE; **John Haine**, DHFS/DHCF/BHCE; **Edie Sprehn**, **Bob Martin**, and **Gerry Mayhew**, DWD

Other Attendees:     **Beth Smith**, AFSCME

Administrative Items:

Meeting minutes for August and September were approved with the request from Ed Kamin to add Lynn Brenner to the county attendee list. Rick Zynda had a change request for the Program Simplification section; under the listing of proposed changes lung and plasma donations should say blood and plasma donations.

**\*NOTE\*** Meeting minutes are now available on the website.

Random Moment Time Study Update:

A position paper reflecting significant local agency concerns is being finalized to send to the DWD Secretary's office.

Food Stamp Outreach:

Susan Wood reported that DHFS plans to conduct new Food Stamp outreach activities because it is estimated that only 60% of eligible people participate in the program. This will include:

- Increased coordination with the UW Extension on nutrition education activities including training for their outreach workers in November;
- A letter to food pantries (with copies to the county agencies) about the Food Stamp program; and
- A needs assessment, to define as specifically as possible, the target audience for future marketing efforts.

#### Payment Accuracy Plan:

Susan Wood reported that state staff continues to work on the action plan developed with the help of the IMAC members in August. The state is now using this plan in negotiations with USDA on a proposal to settle the penalty assessed for Federal Fiscal Year 2001.

#### Family Planning – new MA subprogram:

Scott Riedasch provided a written update (attached) on the implementation plans for the Family Planning Waiver (attached). Based on discussions and concerns noted during this meeting, there will be further review of the options for handling newly eligible individuals ages 15 – 17.

#### Presumptive Eligibility:

Jim Jones described plans to delegate decision making to local agencies on presumptive eligibility based on disability, shared a draft operations memo and requested feedback.

#### IM Contracts:

Susan Wood provided a status report and the language of the new Appendix AM. The contract has been converted from a stand-alone contract issued by DWD to an appendix of the DHFS state-county contract. This new Appendix AM covers all issues except additional funding for Family Care and training staff and facilities that will still be handled in separate agenda since they do not apply to all agencies.

After review of the language, Liz Green requested that the language in the training section be changed to add clarifying language – the phrase “to the extent training is made available” will be added to the requirements.

#### Subcommittee Reports:

- Workload Study  
Working on RMS paper outlining county concerns, IM Funding issues, a committee charter and to identify priorities to streamline work to free up worker time at the local level.
- Program Simplification  
The committee is continuing to assess options for Farm Bill implementation.
- W2 C&I Coordinating Committee  
A written status report is attached.
- IT User Group  
A written update was provided.

- QC/Error Reduction  
A written report was provided.

CARES Priorities:

Jim Jones presented the DHFS high level business goals and proposed technical solutions in writing to the committee. These have been developed in response to input from local agencies over the course of the past year including through the IMAC and its subcommittees. Both documents are attached.

Next meeting: November 21, 2002 in Madison

The December meeting time will be used for a strategic planning session for 2003 rather than a standard committee meeting.

Handouts:

**Food Stamp Error Reduction Committee  
Report to Income Maintenance Advisory Committee  
10/17/02**

The FS Error Reduction Committee met on 9/23/02. We have no updates to the activities table at this time. The following represents a progress report on current committee direction and focus:

- Name Change: Discussion related to name change and focus. Current IM Contract references a committee specific to FS error reduction. Issue to be discussed with IMAC.
- Change Reporting PowerPoint: The committee continues to work on revisions. A completion date is contingent upon the number of revisions and the time schedule of the committee member working on it. We would like to demonstrate the PowerPoint for IMAC in November if possible.
- Alerts: Subcommittees coordinated some suggestions and proposals. [Subcommittees are: (1) Eliminating Unnecessary Alerts (2) Rewording Existing Alerts and (3) Identifying Alerts that Impact FS Error-prone Elements]

A state workgroup is being discussed, and the preliminary draft information from this committee will go to this workgroup. Based on this, it seems like this committee can move to other projects, but further confirmation of the state workgroup is needed and the Error Reduction Committee may need to submit a formal write-up based on the subcommittees' recommendations and research.

It also appears that a Position Paper regarding more global Alert suggestions may not be needed from this committee at this time. Our original position paper recommended a statewide and cross-program committee be developed to address Alerts and this seems to be happening. This committee continues to be willing to respond to issues related to Alerts – especially those that have FS payment accuracy impact.

- Interviewing Skills Follow-up: Trainer, Tim Gard submitted a list of issues raised by participants in the Interviewing Skills Workshops. The committee will review the list at the October 28<sup>th</sup> meeting to determine if there are issues that would fit on our worklist.
- Supervisory Forums: Looking at schedule for March. Planning and locations still being discussed.
- ESS Posters and Folders:
  - Change Reporting Folders: Now that these have been in place for a while, a survey is being conducted to determine if agencies find them of value and to obtain their opinion regarding continued use, or modified use combining the folder and a letter-size version of the change reporting poster. The committee is also looking to see if an analysis of the folder's impact on error rate can be accomplished.
  - Change Reporting Poster: Posters have been distributed to counties and the response has been positive. Some agency staff requested the poster be produced in letter-size and used as a hand out, possibly using the folder at application and the poster at review.
- FS Policy and Implementation: Future discussion proposed to look at some FS policies recently implemented and the impact on potential errors due to CARES' inability to apply the policy. (e.g. recent FS Handbook updates to Application process)

Respectfully Submitted,  
Jackie Bennett and Marcia Williamson, co chairs.



**W-2 & Income Maintenance Coordination Subcommittee**  
**Meeting Minutes**  
**Friday, September 20<sup>th</sup>, 2002**

Attending: Ed Kamin, John Rathman, Edie Sprehn, Gloria Guitan, Shirley Kitchen, Mike Poma, Vanessa Robertson, and Shirley Ross

I. Child Care Contract - Ed Kamin reported that he met yesterday with the Economic Support Technical Advisory Committee and with State staff to discuss the 2003 Child Care contract. Ed reported that recommendation have been made to keep this contract under the jurisdiction of the Income Maintenance Advisory Committee (IMAC), to remove the language requiring a customer service plan (4.3.1), to turn in our yearly safe child care initiative reports to our regional office administrators (4.3.1.2), and to keep the language in section 11.1.4 regarding requiring the State to notify us of acceptance of the audit. We will be notified in the coming weeks if our recommendations will be accepted by the Department.

II. FSET ISSUES - Milwaukee County reported that the FSET issue on homeless persons can be removed from our work list and that re-enrollment of FSET individuals needs to be maintained on the worklist as these issues continue to be a problem with the W-2 agencies in the Milwaukee region.

ABAWD issues were also discussed. It was highlighted that ABAWD policy and procedures need to be a clear and concise as possible.

Due to a lack of resources, it was unanimously agreed to remove the request to reinstate the federal waiver to reduce FSET participation for parents with children under the age of one rather than the age of six. While this policy would be more consistent with W-2 requirements, there simply isn't enough staff to do this work.

It was agreed to study the food stamp incapacitation exemption and this issue was added to our worklist.

The CARES subcommittee is receiving requests to have an automatic letter be generated for work program staff when a sanction request is made. The group was in agreement of these actions and recommendations.

Edie Sprehn will update our workplan with our new additional FSET issues and email out a copy to all members.

III. DWD Service Redesign - The committee discussed the service delivery redesign project and its impact on IM programs. Ed Kamin informed members that these proposed changes will impact all IM agencies and encouraged members to attend upcoming listing sessions.

IV. W-2 Payment Cycle Changes - The committee discussed the impact of the W-2 payment cycle changes anticipated to occur in April of 2003 and the potential impact those changes will have on the Food Stamp program. It was discussed that 100% of the CARES programming function are being recommended to be moved to DHFS in the next State budget.

The committee's next meeting will be on Friday, October 18<sup>th</sup> at 8:30 a.m. We will continue to discuss our work plan and make appropriate assignments for research and position papers on these subjects.

Respectfully submitted,

John Rathman

**Family Planning Waiver  
Overview and Timeline – September 19, 2002**

<b>Program Component</b>	<b>Description</b>
<b>Est. Enrollees</b>	<ul style="list-style-type: none"> <li>47,000: (Yr. 1 = 11,750, Yr. 2 = 20,563, Yr. 3 = 29,376, Yr. 4 = 38,189, Yr. 5 = 47,000)</li> </ul>
<b>Eligibility Criteria</b>	<ul style="list-style-type: none"> <li>Wisconsin resident, female, 15-44, income at or below 185% of the FPL, no asset test, not already MA/BC.</li> </ul>
<b>Presumptive Eligibility</b>	<ul style="list-style-type: none"> <li>Qualified Providers determine women presumptively eligible for FPW using one page PE application form. Send directly to EDS; Forward Cards issued.</li> <li>PE certification period lasts for two months after month of PE determination.</li> <li>Must apply formally with the county for benefits beyond PE period.</li> </ul>
<b>Application</b>	<ul style="list-style-type: none"> <li>Women can apply for the FPW using the Medicaid/BadgerCare application form. Requires minor revision to current form/instructions.</li> <li>Application can be accomplished in person (at county economic support agency), via phone, or mail.</li> </ul>
<b>Benefit Period and Services</b>	<ul style="list-style-type: none"> <li>12 month benefit period.</li> <li>Benefit = Medicaid covered family planning services.</li> </ul>
<b>Timeline/Status</b>	<ul style="list-style-type: none"> <li>CARES Business Requirements: Completed August 15, 2002.</li> <li>CARES Design Sessions: Began August 29, 2002.</li> <li>CARES Coding: Begin October 7, 2002.</li> <li>CARES System Testing: Begin November 11, 2002.</li> <li>CARES/MMIS User Acceptance Testing: Begin December 16, 2002.</li> <li>Train Qualified Providers on PE: December 2002.</li> <li>Operations Memo to Economic Support Agencies: December 2002.</li> <li>Train Economic Support Staff: January 2003.</li> <li>Implement PE: January 1, 2003.</li> <li>Accept mail-in, phone-in and in-person applications: January 1, 2003.</li> <li>Automated eligibility determinations in CARES: January 29, 2003.</li> </ul>



# CARES Strategy



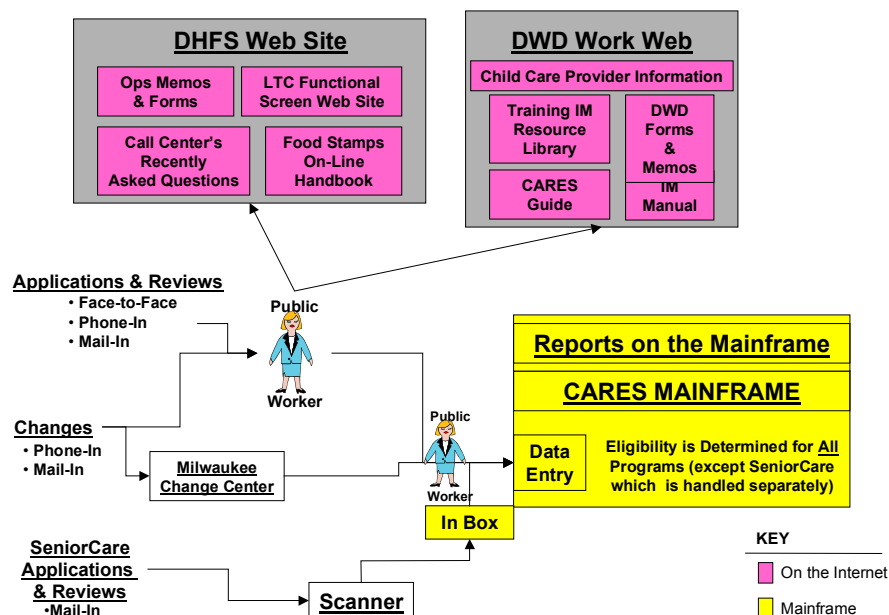
## From AD-FS Perspective

Draft - October 22, 2002\* D-FSD-HF

## Strategies to Meet These Goals

- Promote the importance of good nutrition to health in outreach and marketing materials & coordinate outreach messages across the Department's nutrition and health care programs
- Make it easy for customers to apply and maintain coverage and to be well-informed about the Food Stamp and Medicaid programs
- Streamline and coordinate administrative procedures and policies for Food Stamps and Medicaid as well as for other eligibility management responsibilities of the Department
- Increase automated support to relieve the workload burden at the local level so that workers can concentrate on payment accuracy and customer service
- Tackle food stamp payment accuracy problems in an effective and sustained way so that the state's error rate falls & stays below the national average and stays there

### Current Model



## Long Range Planning Issues for CARES

Business Requirements	CARES Projects	Expected Results
<p>1. Streamline and tailor the eligibility processing logic to address program and household composition.</p> <p>Responds to problem in current CARES design. The system is so tightly integrated across programs that it interferes with timely implementation of program requirements --- forcing error prone workarounds. Also, it requires data collection unrelated to household circumstances.</p>	<p>Create independent eligibility determination modules in the CARES Mainframe system.</p>	<ul style="list-style-type: none"> <li>• More timely implementation of policy changes</li> <li>• Less time required of customers</li> <li>• Frees up worker time for decision making &amp; customer service</li> <li>• Saves administrative costs by cutting processing costs --- less data and fewer transactions in the process</li> </ul>

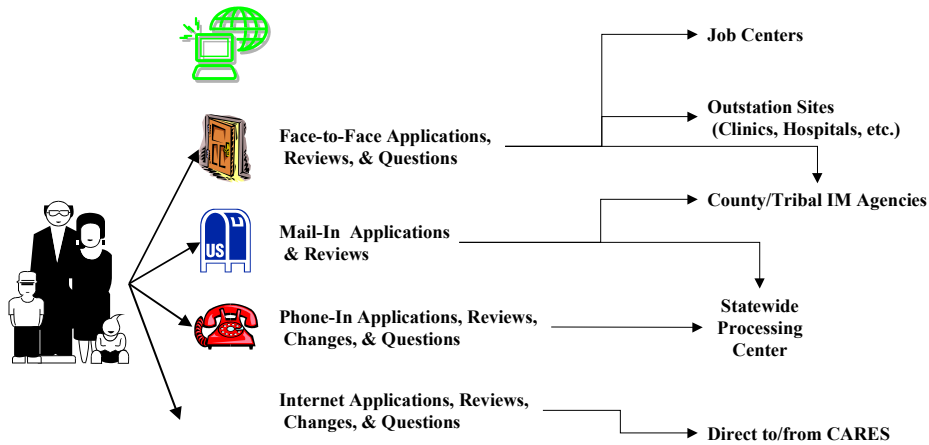
## Long Range Planning Issues for CARES

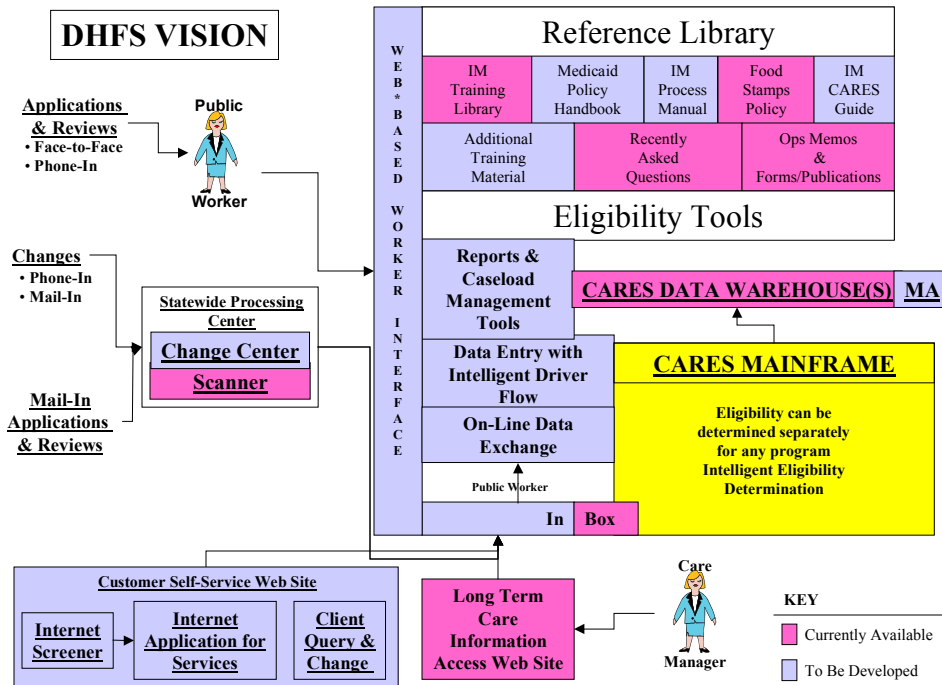
Business Requirements	CARES Projects	Expected Results
<p>2. Collect and maintain more accurate and most current household information for eligibility and benefit determination. Current process is difficult to access and navigate; heavily dependent upon in-person interview; and difficult for customers due to conflicts with hours of work, lack of transportation, need for children care, and/or language differences.</p>	<p>Leveraging technical capacity of Internet to support the Department's goals of 'many doors' to access eligibility-related services to:</p> <ul style="list-style-type: none"> <li>• Obtain information</li> <li>• Apply for benefits</li> <li>• Report changes</li> <li>• Complete eligibility reviews</li> <li>• Verify status</li> </ul> <p>Provide workers with real-time/on-line information from third party sources to verify household information. See attached list of specific CARES projects.</p>	<ul style="list-style-type: none"> <li>• Automate routine functions to free up worker time for decision-making &amp; customer service</li> <li>• Removes barriers to accessing services</li> <li>• Promotes enrollment and retention of eligible people</li> <li>• Permits well-informed decision making by our customers</li> </ul>

## Long Range Planning Issues for CARES

Business Requirements	CARES Projects	Expected Results
3. Workers & agencies are facing significant caseload increases with no new administrative funding. There are few workload management tools; those that do exist are on paper and there is a confusing of unconnected paper and on-line documents describing policy and process.	Provide on-line eligibility management tools for workers and managers, including: <ul style="list-style-type: none"> <li>• Redesign of alerts</li> <li>• Create find function for FS and Medicaid</li> <li>• Link FS On-Line manual to other policy resources and to CARES</li> <li>• Create an on-line case directory and other tools</li> <li>• Add Medicaid eligibility data to data warehouse.</li> </ul>	<ul style="list-style-type: none"> <li>• Improves accuracy of decision-making</li> <li>• Relieves workload burden by providing automated support that delights workers</li> </ul>

## DHFS Service Delivery Model - “Many Doors”





DHFS Priority	Projects	approved by Business Area?	cost alloc	DHFS Cost	Total Cost
	<b>PROJECTS APPROVED BY BUS AREA/CMT</b>				
1	COLA Mass Change (approved by CMT)	yes	x	\$ 14,450	\$ 17,000
1	Federal Poverty Level Mass Change (approved by CMT)	yes	x	\$ 11,560	\$ 13,600
2.1	Pre-printed Scan-able SeniorCare Review Form	yes		\$ 425,000	\$ 425,000
2.2	Add SeniorCare to Benefit Recovery	yes		\$ 42,500	\$ 42,500
2.3	SeniorCare Phase Down Function	yes		\$ 170,000	\$ 170,000
2.4	SeniorCare Combination Med Stat Codes	yes		\$ 13,600	\$ 13,600
3	Family Planning Waiver	yes		\$ 435,200	\$ 435,200
4	Budgeting of W-2 Payment for FS	yes		\$ 170,000	\$ 170,000
5	DX Re-engineering Research	yes	x	\$ 10,200	\$ 12,000
6	System changes for QC Error Rate Reduction	yes		\$ 340,000	\$ 340,000
7	Alerts Re-engineering Research	yes	x	\$ 10,200	\$ 12,000
8	Change Reporting Options	yes		\$ 85,000	\$ 85,000
9	Address Automation (approved by CMT)	yes	x	\$ 72,250	\$ 85,000
10	Medicaid Notice Improvements	yes		\$ 170,000	\$ 170,000
11	Auto Update of Unearned Income	yes		\$ 170,000	\$ 170,000
13	New Race/Ethnicity to MMIS File	yes		\$ 31,985	\$ 31,985
13	Race Ethnicity Code Changes (approved by CMT)	yes	x	\$ 36,125	\$ 42,500
15	Fix Medicaid Deductible	yes		\$ 38,250	\$ 38,250
16	Fix QMB/SLMB Problems	yes		\$ 51,000	\$ 51,000
17	On-Line Medicaid Handbook	yes		\$ 100,000	\$ 100,000
20	Benefit Recovery Business Changes	yes	x	\$ 108,375	\$ 127,500
21	Data Exchange Business Changes	yes	x	\$ 108,375	\$ 127,500
prod supp	SeniorCare Maintenance	yes		\$ 255,000	\$ 255,000
prod supp	Support for Medicaid Reports	yes		\$ 24,650	\$ 24,650
prod supp	BadgerCare Maintenance	yes		\$ 42,500	\$ 42,500
prod supp	Medicaid Maintenance	yes		\$ 510,000	\$ 510,000
prod supp	Support for FS reports	yes		\$ 30,600	\$ 30,600
prod supp	Family Care Maintenance	yes		\$ 200,000	\$ 200,000
prod supp	EBT (maintenance)	yes		\$ 85,000	\$ 85,000
prod supp	Food Stamps Maintenance	yes		\$ 425,000	\$ 425,000
prod supp	Food Stamps Business Changes	yes		\$ 425,000	\$ 425,000
prod supp	Support for common reports (Case Directory)	yes	x	\$ 15,534	\$ 18,275

prod supp	Production Support (approved by CMT)	yes	x	\$ 736,716	\$ 866,725
prod supp	Benefit Recovery Maintenance	yes	x	\$ 72,250	\$ 85,000
prod supp	Data Exchange Maintenance	yes	x	\$ 72,250	\$ 85,000
z-done	In-Box Implementation	yes	x	\$ 85,000	\$ 100,000
z-done	SeniorCare Implementation	yes		\$ 82,000	\$ 82,000
z-done	Add SeniorCare to Data Exchange -Completed	yes		\$ 170,000	\$ 170,000
z-done	Graduated Standard Deductions (farm bill)	yes		\$ 170,000	\$ 170,000
z-done	Village Research (not approved by CMT)	yes	x	\$ 59,500	\$ 70,000
z-done	Village Research (approved by CMT)	yes	x	\$ 12,750	\$ 15,000
	Total of Approved Projects	***	***	\$ 6,087,820	\$ 6,339,385
	<b>PROJECTS NOT APPROVED BY BUS AREA/CMT</b>				
5	DX Re-engineering Construction	no	x	\$ 134,300	\$ 158,000
7	Alerts Re-engineering Construction	no	x	\$ 134,300	\$ 158,000
10	Improve Notices (Not Approved by CMT)	no	x	\$ 144,500	\$ 170,000
12	Find Function for the ES-based information in CARES (Not approved by CMT)	no	x	\$ 63,750	\$ 75,000
14	County Transfer Changes (not approved by CMT)	no	x	\$ 42,500	\$ 50,000
18	Clearance Process Enhancements	no	x	\$ 144,500	\$ 170,000
19	SSI Caretaker Supplement Phase II	no		\$ 170,000	\$ 170,000
	Total of Un-Approved Projects	***	***	\$ 833,850	\$ 951,000
	GRAND TOTAL			\$ 6,921,670	\$ 7,290,385